



BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

FILED
5-30-17
08:51 AM

Application of San Diego Gas & Electric Company (U902M) for Authority to Implement the Customer Information System Replacement Program.

Application 17-04-027
(Filed April 28, 2017)

**ADMINISTRATIVE LAW JUDGE'S RULING GRANTING MOTION TO
ESTABLISH CUSTOMER SERVICE INFORMATION
MEMORANDUM ACCOUNTS**

On April 28, 2017, San Diego Gas & Electric Company (SDG&E) filed Application (A.) 17-04-027 for authorization to implement its Customer Service Information (CIS) Replacement Program. According to SDG&E, the current legacy CIS and related subsystems that it uses is twenty years old and is in need of replacement. This software and hardware system supports SDG&E's business processes and customer engagement functions.

On May 4, 2017, SDG&E filed a motion to establish Customer Service Information Memorandum Accounts (CISMA) to record costs for the CIS Replacement Program. Because of the urgency of the replacement program, SDG&E expects to begin incurring costs for pre-planning and planning efforts as well as spending costs in the second quarter of 2017. SDG&E also requested a shortened response period for its motion. However, since no response, opposition, or comment to the motion has been filed as of this time, we find that the request for a shortened response time is not necessary.

We have reviewed SDG&E's request and find that its motion to establish a CISMA to track costs relating to the CIS Replacement Program should be granted. Authority to create and establish the CISMA will allow SDG&E to

timely track costs relating to the CIS Replacement Program instead of having to wait until the conclusion of this proceeding. It should be noted however that authority to establish the Cisma does not mean that cost recovery for the CIS Replacement Program is being authorized as well. Whether or not such cost recovery is appropriate shall be determined in this proceeding.

Therefore, **it is RULED** that:

1. San Diego Gas & Electric Company's motion to establish Customer Information System Memorandum Accounts to record Customer Information System Replacement Program Costs is granted.
2. San Diego Gas & Electric Company is allowed to establish the Customer Information System Memorandum Accounts beginning June 1, 2017.

Dated May 30, 2017, at San Francisco, California.

/s/ RAFAEL LIRAG

Rafael Lirag

Administrative Law Judge